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**Name: EZALDEEN**

[**EZALDEEN.371272@2freemail.com**](mailto:EZALDEEN.371272@2freemail.com)

**OBJECTIVE:**

To be associated with a progressive organizations which can provide me a dynamic work sphere to extract my inherent skills as a professional, use and develop my aptitude to further the organization’s objective and also attain my career target in the progress.

**Experiences:**

Company Name: Zain Telecommunications LTD Sudan

Position: Call Center Agent.

Duration: From May-2016 to May-2017

Place: Khartoum, Sudan.

**Responsibilities:**

Thefollowing are the some of the task where I had completed the customization based on customers

1. Inbound calls from the customers in case of incorrect recharge, receiving customers complaints for random messages from the company to the customers
2. Outbound calls to the customers for unregistered numbers
3. Follow up customer calls where necessary.
4. Managing and resolve customer complaints.

* Respond to customer inquiries.
* Generate customer interest in the services or products offered by the company
* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.

**Experiences:**

Company Name: Thought work Hyderabad India

Position: IT helpdesk

Duration: from august- 2015 to April 2016

Place : Hyderabad India

* **Responsibilities include:**
* Handling routine desktop support issues, which include installing and re-installing Operating Systems (OS) and applications, configuring devices, MS-Office, MS-Outlook, and others
* Providing L1 network support which includes configuring IPs and basic handling of switches, among others
* Troubleshooting network connectivity (LAN) issues
* Installing desktop and hardware such as CD-ROM, and soundcards, among others
* Providing anti-virus support
* Configuring print devices (network and local) on desktops
* Communicating directly with customers on phone and via emails to address their issues
* Escalating relevant customer issues to the technical specialists and ensuring speedy resolution of the issues

**Academic Qualification:**

**B.SC (Science)** Bachelor of computer science (MCHCS)

From Osmania University Hyderabad–India.2013-2016.

**Diploma/Certificate Courses:**

**CCNA:** Cisco Certified Network Associate (**certified**)

**MCSE:** Trained

**N+:** Networking

**A+:** Hardware

**MS Office:** Microsoft office

Diploma course in English (CELT) 2013

**Technical skills:**

* E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express)
* Windows 7, windows 8 Client Operating Systems
* Experience with MS Office Packages and Mail Clients.
* Good knowledge about Active directory, DNS and DHCP.
* Excellent communication and interpersonal skill
* Ability to work under minimum supervision in a multi- Cultural organization
* Creative and a team-worker

**PERSONAL Information:**

Nationality : Sudan

Gender : Male

Marital Status : Single

Date of Birth : 01/01/1989

❖I hereby certified that the above statements are true and correct with all my knowledge At your convenience I’d appreciate to the opportunity to discuss the position and my candidacy